

## Wisconsin WIC Conflict Resolution Guidance for Using the Course

Specifically designed for newly hired WIC staff or for continuing education for current staff, the course covers the basic information about resolving conflicts. This is a companion course to *Wisconsin Civil Rights Online Course*.

### Course topic areas include five steps to resolving conflict:

1. Win/Win Approach
2. Appropriate Assertiveness
3. Cooperative Power
4. Empathy – Active Listening
5. Creative Response

### Course format:

- Individual, self-paced but case studies at the end of the course can be done in a group. \*See below for a possible exercise.
- User-friendly for all WIC staff
- Computer requirements include internet access and flash technology capability – standard features for all computers.
- More information on how to navigate through the course is given in the course.

### Computer System Requirements:

Internet connection (broadband or better recommended)

Flash Player 6.0.79 or later (Get Flash Player: <http://www.adobe.com/go/getflash> ) (Flash Player 7 or later recommended), and one of the following browsers:

Windows: Internet Explorer 6, Internet Explorer 7, Firefox 1.x and later, Safari 3, Google Chrome, Opera 9.5

Macintosh: Firefox 1.x and later, Safari 3

**Tips:** If you have problems opening the course link, check if it is being blocked; if so, contact your IT support.

### WHEN:

For new staff it is recommended to complete this course in the second month of hire; for others this can be done at any time.

Each staff member will take varying amounts of time to complete the course but twenty minutes should suffice. Staff is welcome to revisit the course at any time to reinforce information.

This course was made possible through a USDA Infrastructure grant. It was developed in partnership with WIC and the University of Wisconsin Division of Information Technology (DoIt) team. It will be updated as information changes.

For more extensive information on conflict resolution go to [Conflict Resolution Network – 12 skills/www.crnhq.org](http://www.crnhq.org).

**Annual Training Requirements:** Annual training is required for all “frontline staff,” that is, those who interact with program applicants or participants, including staff who are sub-contracted, such as contracted nutritionists and interpreters. Staff persons who supervise “frontline staff” are also required to receive annual training. Any staff who complete this course can count this as meeting the requirement for annual civil rights training.

### **Civil Rights Training Registry**

The Civil Rights Training Registry is required to document attendance at any civil rights training. Complete this Training Registry after completing the course.

Enter the review date, *WI WIC Conflict Resolution Online Course* under “Presenter’s name”.

Enter *Five Basic Skills of Conflict Resolution* under “Topic areas covered”.

Record the time it took the staff person to complete the module.

Each staff person must sign their name.

Projects may use one Training Registry form per course or one form per employee. The form must be kept at the local site for monitoring purposes.

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**All questions and comments related to this course should be directed to Patti Hauser at 608.266.3821 or [Patti.Hauser@wi.gov](mailto:Patti.Hauser@wi.gov).**

### **Case Studies – Group Exercise**

Trainer: Break staff into small groups of 2-4 depending on how many people are present.

1. Pass out Case Studies Worksheet to each group
2. Assign each group to a case study, or let them choose
3. Give each group 7-8 minutes to work through the case studies
4. Bring group back together. Read case study #1 out loud
5. Have group(s) that discussed this case study report back on how they addressed the conflict

Repeat for remaining case studies.